

DURHAM WORKS

YOUR ESSENTIAL LINK TO ALL CITY SERVICES
DURHAM ONE CALL **919-560-1200**



POLICE | TRANSPORTATION & DATA | COMMUNITY DEVELOPMENT | SOLID WASTE MANAGEMENT | WATER MANAGEMENT
PARKS & RECREATION | BUDGET & MANAGEMENT SERVICES | PUBLIC AFFAIRS



www.durhamnc.gov





An officer lets kids check out a police cruiser during District 4 open house

POLICE DEPARTMENT

WE PROTECT, SERVE AND ENRICH

THE 632 men and women who comprise the CALEA-accredited Durham Police Department are more than just crime-fighters. (Though they do that, too. See stat box.) Police build community in many different ways.

HERE ARE JUST A FEW:

► More than 500 young people ages 5 to 18 have participated in the **Police Athletic League**. The program includes basketball, soccer and baseball leagues. To learn more about PAL and other programs, contact the department's **Public Information Office** at **919-560-4322**, exts. **29194** or **29195**.

► The department's annual **Torch Run** raises money for **N.C. Special Olympics**. Nearly \$40,000 has been raised since 2008.

► The Police **READS (Reading Enrichment Activities in Durham Schools)**



program, in which officers promote literacy at **Y.E. Smith Elementary School**, is entering its third year. Y.E. Smith is located in the heart of the **East Durham Children's Initiative** zone. This program strengthens police-community relations in addition to the educational benefits it offers students.

► We're a key partner in Durham's **Crisis Intervention Team**, a collaboration between the city, county and mental health agencies partnered to train officers to respond to mental health and substance abuse crises and divert consumers from jail. We have trained 380 officers since 2007.



Part I crime, the total of violent and property crime, was at a **23-year low** in 2012.

NEW CRUISERS

Last year, officers selected the **Dodge Charger** to replace the **Ford Crown Victoria** cruisers, which are no longer being manufactured. Chargers, which you've probably started to notice around our city, will be introduced as the Crown Vics are phased out. Twenty-one Chargers are expected to be outfitted and deployed by the end of this year.

DID YOU KNOW? <<<

► The Durham Police Department requires its officers to undergo 300 hours **MORE** training than the state requires

► The DPD Supply Unit orders **800** pairs of uniform pants and **500** uniform shirts per year

► The equipment each officer carries weighs more than **15 pounds**

WHO YOU GONNA CALL?

For matters requiring immediate police attention, call 911. But for barking dogs, loud music, burglaries that happened days ago, vandalism and the like, call the non-emergency lines: 919-560-4600 or 919-560-4601.



A passenger relaxes at Durham Station, the city's transit hub in the heart of downtown

TRANSPORTATION DEPARTMENT & DURHAM AREA TRANSIT AUTHORITY

WE KEEP YOU MOVING

DATA SERVES more than **20,000** residents every day, with 15 fixed routes including the fare-free **Bull City Connector** offering transit in and around downtown. In addition to fixed routes, DATA also operates a door-to-door transit service for disabled residents called **ACCESS**. For more information, including up-to-date schedules, visit data.gotriangle.org.

WHY RIDE THE BUS?

People who use public transportation save, on average, **more than \$816** per month and nearly **\$10,000** annually! And they help reduce congestion and improve air quality in our city.



BE AN AMBASSADOR

The **People Riding in Durham Everyday (PRIDE)** ambassador program gives residents the chance to help increase public awareness about DATA, work with management to address passenger concerns and be a friendly face to new users of the system. New ambassadors are appointed every six months. Go to data.gotriangle.org to apply.

CONSTANT IMPROVEMENT

A study commissioned last year analyzed a host of ways we could make our bus service even better. The program already has led to more direct routes, improved on-time performance and increased service to **East Durham** and **The Village**.

PARK IT

The city owns five public parking garages and several surface lots with a total of **3,500** spaces. For questions or concerns, contact Lanier Parking Solutions at **919-680-2481**.

TRANSPORTATION

The Department of Transportation improves traffic flow and safety throughout our city.

We:

- ▶ Pay for the operating costs of more than **20,500** street lights
- ▶ Maintain more than **650** speed humps
- ▶ Operate and maintain **401** traffic signals
- ▶ Install and maintain pavement markings for centerlines, crosswalks, stop bars, turn arrows and parking spaces
- ▶ Collect data at signalized intersections at least once every two years to adjust and optimize signal timing

WE'RE HERE TO HELP

- ▶ **Report a streetlight out** – Call **Duke Energy** at 1-800-777-9898 (Customers in **Treyburn** should call 1-800-222-3107)
- ▶ **Request a speed hump in your neighborhood** – Call **919-560-4366** or email **Cecelia.Carden@durhamnc.gov**
- ▶ **Report a malfunctioning streetlight** – Call **Durham One Call** at **919-560-1200** or the city signal shop at **919-560-4377**
- ▶ **Report a damaged stop sign, street marker or other traffic sign** – Call **Durham One Call** or the city sign shop at **919-560-4375**
- ▶ **Obtain an on-street residential parking permit** – Call **919-560-4366**
- ▶ **See if your street is eligible for additional street lighting** – Contact **Terry Thompson** at **919-560-4366** or at **Terry.Thompson@durhamnc.gov**



An artist's rendering of the rental portion of the Southside revitalization project

COMMUNITY DEVELOPMENT

WE'RE GOOD NEIGHBORS

WHAT WE DO

The Department of Community Development has a three-fold mission:

- ▶ Provide access to safe, affordable housing
- ▶ End homelessness in Durham
- ▶ Create thriving neighborhoods

AFFORDABLE HOUSING

Our department increases the supply of affordable housing in Durham and helps to ensure that existing housing is well-maintained. We partner with both non-profit and for-profit developers to provide affordable housing, including housing for people with special needs. We also offer a program to help elderly and disabled homeowners with urgent repair needs or handicap accommodations. We also provide assistance to remove harmful lead-based paint from people's homes. Learn more about that program at durhamnc.gov/ich/cb/cdd/Documents/LeadPaint.pdf.

DID YOU KNOW? <<<

About **40%** of low- to-moderate-income renters in Durham pay more than **30%** of their monthly income towards rent and utilities, with about **9,000** renters having to spend more than half of their monthly income.



A before-and-after look at a home renovated by Habitat for Humanity at 412 N. Hyde Park Ave. under one of the city's programs.

ENDING HOMELESSNESS

In addition to helping fund new permanent housing for homeless people, our department provides funding to partnering agencies to provide case management and both short-term and long-term financial assistance to help people get off the streets and stay off the streets. Additionally, our department provides staff support to the local **Homeless Services Advisory Committee** to align Durham with the federal plan to prevent and end homelessness. For more information, visit: durhamopeningdoors.org.

DID YOU KNOW? <<<

There are about **750** homeless people in Durham.

NEIGHBORHOOD REVITALIZATION

For the next several years, we will focus on one neighborhood: **Southside**. The 125-acre tract is in a strategic area between downtown and **N.C. Central University**. It has the city's highest concentration of vacant lots and buildings and the lowest rate of home ownership. We are assisting in the construction of more than 200 architecturally distinctive mixed-income rental units and about 90 home-ownership units. This will attract private reinvestment. Learn more at durhamnc.gov/ich/cb/cdd/Pages/ssd_revit.aspx.

DID YOU KNOW? <<<

Assistance is available through the city for the purchase of new homes constructed in the Southside area. Learn about the home-ownership assistance programs at durhamnc.gov/ich/cb/cdd/Pages/ssd_revit.aspx.

SOLID WASTE MANAGEMENT WE'RE NEAT

WHAT WE DO

THE 114 full-time employees of the solid waste department responsibly dispose of everything from regular household trash to branches and leaves to refrigerators and TVs. In a year, the department collects at curbside:

- ▶ **44,000** tons of household waste
- ▶ **14,500** tons of recycling
- ▶ **12,000** tons of yard waste
- ▶ **2,100** tons of bulky items such as furniture

HANDLE WITH CAUTION

Many common household items can be hazardous if placed in the regular trash stream. Take items such as oil-based paints, cleaning supplies, pesticides and herbicides, mercury thermometers, fluorescent bulbs and batteries to the **Household Hazardous Waste Facility** at **1900 E. Club Blvd.**

TIP: Dried latex paint is not hazardous and may go in the regular trash. Mixing in sand or kitty litter or even placing in the sun will hasten the drying process. This saves taxpayer money on disposal fees!

LEAVES AND GRASS

Put out your brown Yard Waste bin with your regular trash, and it will be collected the next day. Biodegradable bags, up to 10 per week, may be used if your bin gets full. Note that branches more than 6 inches in diameter and 4 feet long cannot be collected.

SWAP MEET

Head over to the **Swap Shop** at the **Waste Disposal & Recycling Center** at **2115 E. Club Blvd.** to drop off or pick out – for free! – small appliances, bicycles, electronics, CDs, furniture, lawn and garden tools, toys and more!

SHRED IT

Got a bunch of documents that need shredding? What about old electronics you don't need anymore? Come out to **Durham County Stadium** on **Oct. 26** from 8am-2pm to have papers confidentially shredded and all e-waste disposed of properly.



RECYCLE THESE

- ▶ Plastic bottles, jugs & jars
- ▶ Any types of mixed paper products (window envelopes are OK)
- ▶ Metal, tin, aluminum & glass
- ▶ Phone books & small paperbacks

NEW RECYCLING ITEMS

- ▶ Clean plastic buckets (no metal handles)
- ▶ Plastic toys with no wires
- ▶ 100% plastic lawn furniture
- ▶ Each individual item must weigh less than 40 pounds and be shorter than 2 feet in length

DON'T RECYCLE THESE

- ▶ Scrap metal
- ▶ Any kind of takeout container
- ▶ Light bulbs
- ▶ Paper towels
- ▶ Hardcover books
- ▶ Drinking straws
- ▶ Capri Sun containers

So Why Can't We Recycle Pizza Boxes? They're Cardboard, Right?



The grease from the pizza contaminates the cardboard, making most unrecyclable. However, you can tear off the top and recycle that!

DID YOU KNOW? <<<

It is actually illegal to put these items in the regular trash:

- ▶ Aluminum or steel cans
- ▶ Glass bottles and jars
- ▶ Plastic bottles
- ▶ Newspapers
- ▶ Corrugated cardboard
- ▶ Yard waste
- ▶ Computers and TVs



Mike Wagner collects samples at the South Durham wastewater treatment plant

WATER MANAGEMENT

WE KEEP IT FLOWING

EVERY TIME you turn on your faucet, you expect clean water to come flowing out. Most people take it for granted. The more than 300 employees at the Water Management department do not; they work around the clock to make sure our water remains safe. On average, we deliver 27 million gallons of clean drinking water to the city every single day, at a cost of less than a nickel per gallon for the vast majority of customers. (If you're keeping score at home, a 20 oz. bottle of water

will run you about \$1.69.) In addition to delivering clean water to your tap, we protect the environment by treating 20 million gallons of wastewater every day at our plants in South Durham and North Durham. This clean water is released back into our rivers and lakes. What we do is critical for everything from public health to fire protection. Here are some ways you can help us preserve and protect our resources – and save some money!

SAVE WATER

► **Install a *WaterSense* high-efficiency toilet**
– Toilets make up the largest portion of indoor water use in the United States. The average family can save 13,000 gallons of water per year by installing a high-efficiency toilet. Our department offers a \$100 rebate to customers who install a *WaterSense*-labeled toilet.

► **Purchase a water-efficient showerhead**
– You can buy them at the cashier area of **Customer Billing Services** at **City Hall** for \$3 each. These high-quality showerheads use less water and reduce your cost to heat water.

► **Collect rain water** – Install a rain barrel and use the water to irrigate your lawn and water plants. Rain barrels are available through the city for \$70. Visit rainbarrelprogram.org/durham-saves-water or call **919-560-4381**, exts. **35259** or **35248**.

► **Check your home for leaks** – Visit durhamnc.gov/ich/op/dwm/Pages/Home-Leak-Detection.aspx for a guide to help you detect leaks in your home.

► **Visit *DurhamSavesWater.org*** for more information and tips for conserving water.

PREVENT PROBLEMS

► **Don't FOG it up** – Avoid putting fats, oils and grease down the drain, as they can cause clogs and sewer overflows; collect oil and grease in containers and dispose of it properly

► **Don't be a pill** – Avoid flushing prescription drugs down the toilet, as chemicals in them could harm the water supply

► **Call it in** – Call Durham One Call at **919-560-1200** to report water main breaks or sewer system overflows. For after hours/week-ends, listen carefully to the DOC message for emergency contact information.



Lab supervisor Jimmy Gamble collects a water sample. There are 32 sample sites spread across the city that are tested weekly for safety and quality.



Taking the Peppermint Plunge at the annual Holiday Fun Fest in Durham Central Park

WE WORK HARD, YOU PLAY HARD

AT A GLANCE

- ▶ 1,800 acres of parkland
- ▶ 68 parks
- ▶ 78 tennis courts
- ▶ 56 playgrounds
- ▶ 42 athletic fields
- ▶ 24 miles of greenway
- ▶ 10 recreation centers
- ▶ 4 disc golf courses
- ▶ 4 spray grounds
- ▶ 3 dog parks
- ▶ 3 outdoor pools
- ▶ 2 indoor pools
- ▶ 2 city lakes

LIVING OFF THE LAND

Learn about and appreciate the art of homesteading tasks, such as beekeeping, cheese making, gardening, keeping backyard chickens, tapestry weaving, yarn spinning and more. Click on Cultural Heritage at DPRPlayMore.org.

BLAZE YOUR OWN TRAIL

Would you like to help keep our trails safe and beautiful for everyone? Be a trail watch volunteer! Trail watchers receive training in safety education and awareness. Sign up today by calling **919-560-4438 ext. 29288**. Any individual or organization can also adopt a section of trail to assist with cleanup and landscaping projects. Call **919-560-4355**.



HIGH-WIRE ACT

Climb, jump and swing while exploring our **Discovery High Ropes Course**, which features a variety of obstacles, some reaching 55 feet in the air! Go as far as you want, then exit by way of a giant swing or zip line. The course, located at **1814 Stage Road**, is available either through reservations as a group for a team building program, or on the bi-monthly **Discovery Days**. Call **919-560-4405**.

CONTACT US

www.DPRPlayMore.org or
facebook.com/DurhamParksandRecreation
919-560-4355

DON'T MISS THESE SPECIAL EVENTS!

Latino Festival Sept. 28

Unity in the Community Day Oct. 5

Woofstock Oct. 6

Holiday Fun Fest Dec. 7

Senior Holiday Party Dec. 10

Earth Day Festival April 27, 2014

Bimhé Cultural Arts Festival May 17, 2014

DID YOU KNOW? <<<

Parks & Recreation offers **3** workout facilities at very competitive rates.

You can exercise at any of our centers and take fitness classes, including Zumba, boot camp and yoga.

GET FIT!

The DPR Wellness Package includes:

- ▶ Unlimited land-based group fitness and mind/body classes
- ▶ Use of weights and fitness equipment
- ▶ Open gym
- ▶ Use of the gymnasium (when available)
- ▶ Can be used at any DPR recreation center
- ▶ City residents pay just \$20 per month and can add access to the city's indoor aquatic centers for another \$20 per month

BUDGET & MANAGEMENT SERVICES

WE'VE GOT THE PLAN



YOU CAN'T get where you want to go if you don't know where you are. That's where the **Durham's Got It! Strategic Plan** and the innovative **Dashboard** monitoring system comes in. The Dashboard is a tool updated twice a year (though crime stats are updated monthly) that monitors progress made on

FIVE MAJOR CITY GOALS:

- ▶ Strong and diverse economy
- ▶ Safe and secure community
- ▶ Thriving, livable neighborhoods
- ▶ Well-managed city
- ▶ Stewardship of city's physical assets

The Dashboard is an easily navigable way for both leaders and residents to keep track of how well the city is meeting its goals. The efforts to improve transparency and accountability have earned the city top honors from the International City/County Management Association, one of only 28 jurisdictions in the United States to achieve that distinction. Visit durhamnc.gov/strategicplan/goals to check out the Dashboard for yourself.

HITTING THE HIGHLIGHTS

- ▶ In each of the past three years, despite the recession, there have been more businesses opening in Durham than closed. In 2012, there was a net gain of 1,600

businesses. This net gain has been aided in part by the city's **Office of Economic and Workforce Development**, which has spent more than \$1 million in local and federal monies to aid business retention and expansion. The efforts of organizations such as **Downtown Durham Inc.**, the **Greater Durham Chamber of Commerce**, **Durham County** and the **Research Triangle Regional Partnership** have also helped to improve Durham's business climate.

- ▶ More than 80% of residents surveyed say Durham is a "city moving in the right direction."

WATCH DURHAM'S OWN TELEVISION STATION

DTV8

ON TIME WARNER CABLE

WATCH CITY HALL THIS WEEK

- ▶ PEOPLE
- ▶ PROJECTS
- ▶ PLACES

DELIVERS LATEST WEEKLY UPDATES FROM CITY HALL

CHECK OUT CITYLIFE

- ▶ EVENTS
- ▶ ISSUES
- ▶ TOPICS
- ▶ CITY SERVICES

EXPLORES CITY HAPPENINGS THAT AFFECT YOUR LIFE

YOUR HOSTS
AMY BLALOCK &
DEVERLY B. THOMPSON
OFFICE OF PUBLIC AFFAIRS

YouTube

www.durhamnc.gov/dtv8